

VACANCY ANNOUNCEMENT

EMBASSY OF THE UNITED STATES OF AMERICA
SAN SALVADOR



No. 15-14	Receptionist/Telephone Operator Position Vacancy	Date: 02/03/15
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OPEN TO: All interested candidates

POSITION: Receptionist/Telephone Operator, FSN-5, FP-9

OPENING DATE: February 2, 2015

CLOSING DATE: February 17, 2015

WORK HOURS: Full time; 40 hours/week

Due to budgetary considerations, Post cannot provide Highest Previous Rate above Step 5 of the grade of the position for Eligible Family Members.

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in San Salvador is seeking one individual for the position of Receptionist / Telephone Operator in the Information Management Office.

BASIC FUNCTION OF THE POSITION

Incumbent performs information technology (IT) tier one help desk duties, telephone operations, receptionist and administrative support duties.

For a complete position description of the position listing all duties and responsibilities, please see the following link: [Receptionist/Telephone Operator, FSN-5, FP-9 PD](#)

QUALIFICATIONS REQUIRED

NOTE: All applicants must address each selection criteria detailed below with specific and comprehensive information supporting each item.

- 1. EDUCATION:** Completion of secondary school is required.

2. **EXPERIENCE:** One year of receptionist/telephone switchboard experience; one year experience in a computer help desk call center environment or one year of experience with basic computer troubleshooting techniques is required.
3. **LANGUAGE:**
English: Level III (Good working knowledge) Speaking/Reading/Writing is required.
Spanish: Level III (Good working knowledge) Speaking/Reading/Writing is required.
(Applicants will be tested at the level of language proficiency required in order to be eligible to move on to the interview stage) These are not FSI levels.
4. **KNOWLEDGE:** Must have knowledge in computer help desk work and Microsoft Office applications. (Microsoft Word 2010, Microsoft Excel 2010 and E-mail applications).
5. **INTERPERSONAL SKILLS:** Must be tactful with callers and visitors and able to work under pressure.

SELECTION PROCESS

When fully qualified, US Citizen Eligible Family Members (USEFMs) and US Veterans are given preference. It is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
- 3 Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for US Federal Employment (DS-0174);
<http://photos.state.gov/libraries/elsavador/231771/PDFs/ds-174.pdf>
2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the positions as listed above.

SUBMIT APPLICATION TO

Human Resources Office
American Embassy San Salvador

Due to the volume of responses, individual acknowledgements regarding receipt of applications cannot be made. Only those applicants who are invited for an interview will be notified regarding the status of their applications.

DEFINITION

U.S. Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, a USEFM is an individual who meets the following criteria:

- (1) U.S. citizen; and
- (2) EFM (see definition below)
- (3) Listed on the travel orders *or approved Form OF-126, Foreign Service Residence and Dependency Report*, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan; and who is under chief of mission authority, and either:
 - (a) Resides at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; or
 - (b) Resides at an involuntary separate maintenance allowance (ISMA) location authorized under [3 FAM 3232.2](#). If residing at an ISMA location, the individual will not be listed on the sponsoring officer's travel orders, but will have a Form SF-1190, *Foreign Allowances Application, Grant and Report*, processed authorizing ISMA.

Other family members or dependents on direct-hire Foreign Service, Civil Service, or uniformed *service* member's travel orders *who do not meet all of these criteria* are not USEFMs or AEFMs for purposes of [3 FAM 8200](#).

DEFINITION: (2) EFM: An individual related to a US Government employee in one of the following ways:

- Spouse; *or domestic partner (as defined in [3 FAM 1610](#))* of the sponsoring employee,
- Child of the sponsoring employee who is an unmarried *child* at least 18 years old and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian

NOTE: Non-US EFM, MOHs, EFM not under COM authority, US dependents of contractors, and US Citizen ORs do not receive a hiring preference.

CLOSING DATE FOR THIS POSITION: February 17, 2015

The US Mission in San Salvador provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Cleared: FMO/IMO/HRO

Approved: MGT:ADEULUS